

Enjoy the Ultimate In Entertainment & Communications Amenities

Congratulations on signing your lease in your new apartment home community. This guide provides you with information on how to order and activate your Media Package (or base bulk package), the upgrade options that are available, and what you need to have on hand before you call us to activate your services.

Your Media Package Includes

Standard High-Speed Internet Service plus Home Wi-Fi

Symmetrical 5Mb/5Mb high-speed Internet access which also includes secure “Home Wi-Fi” service in your apartment home delivered over our advanced fiber-optic network built in your apartment community.

DIRECTV ENTERTAINMENT Package

Over 140 digital channels including local broadcast, entertainment, sports, and news channels in standard definition (SD) to one TV.

Upgrade Options and Invoicing

You can upgrade your base bulk package to: (i) a higher Internet speed; (ii) add more DIRECTV® Programming; (iii) advanced receiver service (HD, DVR, Whole-Home DVR); (iv) activate additional receivers to connect additional TVs in your apartment home; (v) add digital Home Phone service. Please view the Upgrade Product & Pricing Options section of this guide (or access the Upgrade Product & Pricing Options link on our website for your apartment home community under “Find My Community”). Activation is free at the time of your initial activation for any Internet or DIRECTV service upgrade. Optical Communities will invoice you directly for any upgraded Internet service, Home Phone service, miscellaneous/other fees including Home Phone fees, installation fees and service calls. DIRECTV will invoice you directly for all upgraded television programming, advanced receiver service (HD, DVR, Whole-Home DVR) and/or service to additional TVs.



Your Internet, Home Wi-Fi & DIRECTV Services Are Preloaded (Pre-Installed)

How To Access, Order & Activate Your Services

Your Internet, Home Wi-Fi and DIRECTV services are preloaded (pre-installed) in your apartment home. Your Internet/Home Wi-Fi service are available prior to your move-in, and your DIRECTV service will be ready to be activated once you connect your TV(s)¹. Activation is free at the time of your initial activation for any upgrade of Internet speed, and activation is free for the self-install of DIRECTV service (if you require our technician to install your DIRECTV service a Professional Home Visit fee is applicable).

Step 1 – When you pick up your keys to your new apartment home your Leasing Agent will provide you with your remotes².

Step 2 – Connect your TVs to the DIRECTV receivers in your home (we cannot activate your DIRECTV service unless your TVs are connected to the receiver)³. Each DIRECTV receiver must be connected via coaxial cable into the wall outlet. Make sure all connections are *tight*.

Step 3 – *Then call us* at 1-888-981-1849, we will step you through all of the upgrade options available, and you can then select and activate your services. Please have the following information available when you call to select & activate your services:

- Apartment home community (property) name
- Your apartment home address (including Unit # if applicable)
- Drivers License Number, Credit Card # or SSN (one of the three).

To Access Your Internet / Home Wi-Fi Service

There is no equipment needed to connect to your high-speed Internet service – you can either connect wirelessly via our Home Wi-Fi (your apartment home is equipped with our secure wireless router) or direct connect with an Ethernet cord into a RJ-45 jack in your apartment home. To access your Home Wi-Fi, the Network Name (always connect to the *.media network name for your apartment home), PIN Code and/or Password for your apartment home is displayed on a label attached to cabinet found in your master bedroom, hall or other closet in your apartment home (look below where you see our logo). If you cannot locate this label you can call customer service to retrieve the information.

DIRECTV PreLoaded

Your apartment home is pre-installed with one HD DVR receiver in the living room and one HD receiver in each bedroom. You can choose to receive the base bulk level DIRECTV package for your community on one receiver, or (i) upgrade to advanced receiver service (HD, HD DVR, or Whole- Home DVR); or (ii) activate service to the additional receivers in your bedroom(s), and/or (iii) upgrade your programming package⁴. Monthly fees are applicable if you choose to upgrade to advanced receiver service, or add additional receivers, and/or upgrade your programming package⁵. You are responsible for all of the DIRECTV receivers in your home whether you choose to activate some, all, or none of the receivers assigned to your home⁶. When you move out of your home, you must call us to either move or cancel your DIRECTV service, and you must leave the DIRECTV receivers, Access Cards & HDMI cables in your home⁶.

1 Current or former DIRECTV customers may experience a delay in the activation of DIRECTV services of several days. 2 The number of remote control(s) you request must match the number of DIRECTV receivers you activate in your home. 3 There is one HDMI cable per DIRECTV receiver to connect to your digital TV. If your TV(s) require different cables you must supply these as well as Ethernet cords for your Internet. We cannot provide assurances that (legacy) analogue TVs will function or whether the resulting pictures are cropped to accommodate the high-def or standard-def video formats. 4 Taxes, fees, surcharges and usage charges apply to free, discounted, and non-discounted offers for all packages, products and services; discounts are subject to change at any time. 5 Advanced Receiver Service for HD, DVR & Whole-Home DVR charged per account. If you activate two receivers and/or one receiver and a Enabled TV/Device, the fee is \$6.50/mo. For the third and each additional receiver and/or Enabled TV/Device activated on your account, there is an additional fee of \$6.50/mo. per receiver and/or Enabled TV/Device. 6 You are responsible for the replacement cost for any of the DIRECTV receivers, Access Cards and HDMI cables assigned to your apartment home that are missing or not in good working order, normal wear and tear excepted, upon your move-out.